

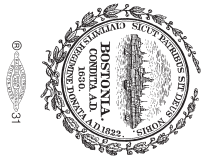
EMERGENCY PHONE NUMBERS

Mayor's 24-Hour Service.....	617-635-4500
Storm Center	617-635-3050
Police/Fire/Emergency Medical Service	911
No heat complaints.....	617-635-4500
Poison Center.....	617-232-2120

SENIOR HOME OWNERS!
Don't Get Blown Away
By Cold Man Winter...
For Emergency Assistance Repairs,
all 617-635-4500.

UTILITY COMPANIES	
NSTAR Electric	1-800-592-2000
National Grid.....	1-800-322-3223
NSTAR Gas	1-800-592-2000
Boston Water & Sewer	617-989-7000
Verizon.....	1-800-837-4966
Massachusetts Water Resources Authority.....	617-242-6000

OTHERS	
Animal Control.....	617-635-5348
Boston Medical Center.....	617-638-8000
City of Boston Tow Lot.....	617-635-3900
Code Enforcement Police.....	617-635-4896
Consumer Affairs & Licensing	617-635-3834
Elderly Commission.....	617-635-4366
Logan Airport.....	1-800-23-LOGAN
MBTA	617-222-3200
Mass. Dept. of Conservation & Recreation Storm Desk.....	617-727-1680
Massachusetts (road and traffic conditions).....	617-374-1234
Or 511 on your cell phone	
Mayor's Neighborhood Liaisons.....	617-635-3485
State Police	617-740-7600
National Weather Service	1-508-828-2672



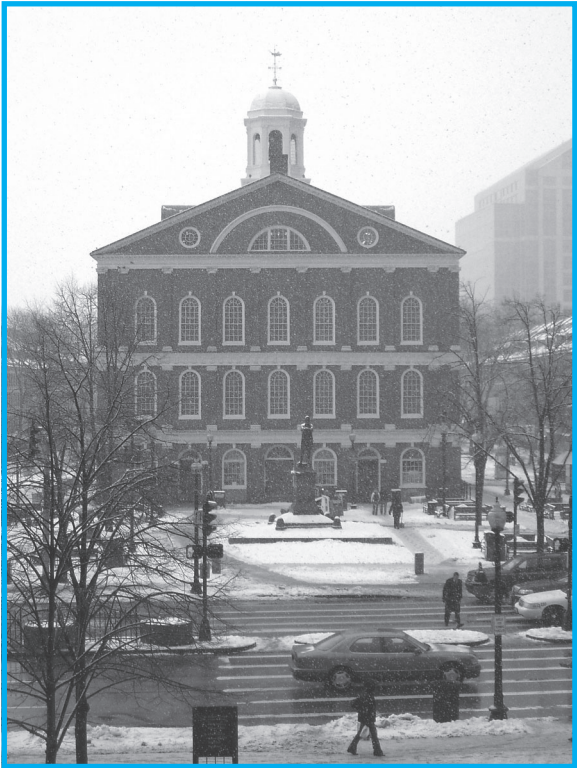
Mayor's Office of Constituent Services
Boston City Hall
Boston, MA 02201-1007

ECR-WSS
Boston Residential Postal Customer
Boston, MA

Presorted Standard
U.S. Postage
Paid
Boston, MA
Permit No. 53434
ECR WSS

Winter Weather Facts 2010–2011

Boston's Guide to
Winter Storms,
Parking Regulations and
Household Heating



Thomas M. Menino, Mayor
Joanne P. Massaro
Commissioner of Public Works



Storm Center

The Storm Center activates within the Mayor's 24 Hour Service during emergencies (major snowstorms, hurricanes, floods or natural disasters) to provide information and service to Boston residents for all storm-related problems, including plow requests, downed trees, and power outages. The Storm Center is staffed by a knowledgeable team of City departments and utility representatives. Call 617-635-3050.

Emergency Notifications

You can receive email and/or text message alerts of snow emergencies, parking bans and school closings in the City of Boston. **Register online at www.cityofboston.gov/snow or call 617-635-4500.**



Storm Safety Tips

- Check on elderly neighbors or other residents who may be in need.
- Avoid shoveling if you are elderly or have a heart condition.
- Avoid driving during a severe winter storm.
- For news about school delays and cancellations, tune in to your radio, TV or the City's website.
- Visit www.cityofboston.gov/homeheating for more information on home heating guidelines, resources, conservation tips and assistance programs.

Trash & Recycling Collection

- Trash & recycling collection service will be cancelled in the event of a **State Declared Snow Emergency**.
- In the event trash & recycling collection has been cancelled, place your trash & recyclables out for collection on the next **scheduled** trash and/or recycling day.
- Place trash in a 32 gallon trash barrel, or 32 gallon 2 ply dark green or black trash bag.
- Make trash & recyclables accessible by shoveling a path to the location where you place your trash.
- For updates check the City's website at www.cityofboston.gov/snow or call 617-635-4500.

Snow Removal Regulations

- Shovel out fire hydrants, catch basins, ramps, and Corners on your street.
- Shovel sidewalks abutting your residence and business. Within three hours after a snowstorm, clear a path on the sidewalk that is at least 48 inches wide to allow disabled pedestrians to pass.
- Don't shovel or plow snow into the street! While shoveling out cars, pile snow behind or in front of the vehicle, or at the edge of the sidewalk.

Parking Regulations

Reminder...Tune in to the radio, television or the City's website before and during a storm to determine if a snow emergency is declared in Boston

PARKING REGULATIONS ARE
**STRICTLY ENFORCED DURING
SNOW EMERGENCIES.**
VIOLATORS ARE SUBJECT TO
TICKETING AND TOWING.

- Disabled cars blocking the roadway must be removed as soon as possible.
- Cars parked in driveways must not extend to the sidewalk or street.
- Do not park in crosswalks, or in front of fire hydrants and ramps.

Parking and Traveling Tips

- During declared snow emergencies, discounted parking is available at several parking lots and garages to cars that display Boston resident parking stickers. Watch your local papers for details or call the Storm Center at 617-635-3050.
- Resident parking stickers must be visible within 24 hours after the end of a snowstorm.
- Take extra precaution near school bus stops where children may be waiting without supervision.
- Treat non-working traffic lights as stop signs and proceed cautiously at intersections.

Space Savers

Space Savers will be collected 48 hours after a Snow Emergency has been lifted.

Home Safety Tips

- When a storm is predicted, check that you have enough oil to get through the storm.
- Never use your oven for heat, and use extreme caution with space heaters; avoid placing them near curtains or other materials, and turn them off before going to bed.
- In case of a power outage, stock up on batteries, flash lights, and canned goods. Keep refrigerators closed as much as possible, and keep refrigerator temperature at 45° or below. Food will stay fresh between 36-48 hours in a full fridge; 24 hours in a half-filled one.
- To avoid carbon monoxide poisoning, make sure you have working fire alarms and carbon monoxide detector. Also, have a professional clean and inspect your furnace and chimney annually. For automobiles, make sure your exhaust pipe is free of debris.
- Keep a battery-operated radio, extra medicine, blankets, and bottled water on hand.
- If power is lost, unplug all appliances except one lamp to prevent power surge damage.

Stay Warm!

Take advantage of available resources to help keep your home heated.

- If you are a tenant, your unit must be heated to a minimum of 68° (day) and 64° (night). Alert your landlord first to correct "no heat" or insufficient heat problems.
- If your landlord does not respond, contact the Boston Inspectional Services Department at 617-635-5300, or after business hours the Mayor's 24 Hour Service at 617-635-4500.
- If you have a complaint about your oil dealer's service, call the Mayor's Office of Consumer Affairs and Licensing at 617-635-3834.